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call\* &lt;near/1&gt; center\*

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**JNL** = Journal or Magazine **CNF** = Conference **STD** = Standard**1 Voice technologies for telephony services***Contolini, M.; Stolmenov, K.; Junqua, J.C.*Consumer Communications and Networking Conference, 2004. CCNC 2004. First IEEE, 5-8 Jan. 2004  
Pages:662 - 664[\[Abstract\]](#) [\[PDF Full-Text \(1368 KB\)\]](#) **IEEE CNF****2 SANet: a service-agent network for call-center scheduling***Qiang Yang; Yong Wang; Zhong Zhang;*Systems, Man and Cybernetics, Part A, IEEE Transactions on, Volume: 33, Issue: 3, May 2003  
Pages:396 - 406[\[Abstract\]](#) [\[PDF Full-Text \(812 KB\)\]](#) **IEEE JNL****3 A queueing model for call blending in call centers***Bhulai, S.; Koole, G.;*Automatic Control, IEEE Transactions on, Volume: 48, Issue: 8, Aug. 2003  
Pages:1434 - 1438[\[Abstract\]](#) [\[PDF Full-Text \(308 KB\)\]](#) **IEEE JNL****4 Routing heuristics for multi-skill call centers***Koole, G.; Pot, A.; Talim, J.;*Simulation Conference, 2003. Proceedings of the 2003 Winter, Volume: 2, 7-10 Dec. 2003  
Pages:1813 - 1816[\[Abstract\]](#) [\[PDF Full-Text \(336 KB\)\]](#) **IEEE CNF****5 Modelling and simulation of a telephone call center***Pichitlamken, J.; Deslauriers, A.; L'Eeuwer, P.; Avramidis, A.N.;*Simulation Conference, 2003. Proceedings of the 2003 Winter, Volume: 2, 7-10 Dec. 2003  
Pages:1805 - 1812

EAST 09/692,525  
DNL 5/20/09

| L Number | Hits  | Search Text   | DB  | Time stamp       |
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| -        | 44953 | kavulak.in. OR brown.in.  | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2004/05/20 08:47 |
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| -        | ✓ 4   | (kavulak.in. OR brown.in.) AND ((call\$3 ADJ1 center\$1) OR call\$1center\$1) AND ATM   | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2004/05/20 08:49 |
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| -        | ✓ 2   | ("5210789"   "5682386").PN.   | USPAT                                       | 2004/05/20 08:55 |
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| -        | 572   | (dial\$2 ADJ1 number\$1 ADJ1 information ADJ1 service\$1) OR DNIS   | USPAT                                       | 2004/05/20 09:06 |
| -        | 41770 | ATM OR (asynchronous ADJ1 transfer ADJ1 mode\$1) OR (frame ADJ1 relay\$1)   | USPAT                                       | 2004/05/20 09:07 |
| -        | ✓ 92  | ((dial\$2 ADJ1 number\$1 ADJ1 information ADJ1 service\$1) OR DNIS) AND (ATM OR (asynchronous ADJ1 transfer ADJ1 mode\$1) OR (frame ADJ1 relay\$1))   | USPAT                                       | 2004/05/20 10:16 |
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| -        | ✓ 13  | 5923745.URPN.   | USPAT                                       | 2004/05/20 10:12 |
| -        | ✓ 234 | ((call\$3 ADJ1 center\$1) OR call\$1center\$1) AND (ATM OR (asynchronous ADJ1 transfer ADJ1 mode\$1) OR (frame ADJ1 relay\$1))  | USPAT                                       | 2004/05/20 10:27 |
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| - | /20  | ( "5241625"   "5367522"   "5384771"   "5406557"   "5450123"   "5473680"   "5500859"   "5519772"   "5526353"   "5533115"   "5537436"   "5541919"   "5546324"   "5546452"   "5555244"   "5563937"   "5721770"   "5742675"   "5822306"   "5884032" ). PN.   | USPAT | 2004/05/20 10:32 |
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| - | X/36 | (ATM OR (asynchronous ADJ1 transfer ADJ1 mode\$1) OR (frame ADJ1 relay\$1)) AND 379/265.01,265.02.cccls.   | USPAT | 2004/05/20 12:05 |
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| - | /55  | 5291550.URPN.  | USPAT | 2004/05/20 11:56 |
| - | 2199 | (voice ADJ1 response\$1 ADJ1 unit\$1) OR VRU OR (interactive ADJ1 voice ADJ1 response) IVR   | USPAT | 2004/05/20 12:06 |
| - | /370 | ((voice ADJ1 response\$1 ADJ1 unit\$1) OR VRU OR (interactive ADJ1 voice ADJ1 response) IVR) AND (ATM OR (asynchronous ADJ1 transfer ADJ1 mode\$1) OR (frame ADJ1 relay\$1))   | USPAT | 2004/05/20 12:06 |
| - | /61  | ((voice ADJ1 response\$1 ADJ1 unit\$1) OR VRU OR (interactive ADJ1 voice ADJ1 response) IVR) SAME (ATM OR (asynchronous ADJ1 transfer ADJ1 mode\$1) OR (frame ADJ1 relay\$1))  | USPAT | 2004/05/20 12:06 |